



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Madison River Communications, LLC**  
**CenturyLink MRC**  
**Gallatin River Integrated Communications Solutions**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.80	4.80	5.60	5.40
B. Operator Answer Time - Information [730.510(a)(1)]	4.12	4.66	3.83	4.20
C. Repair Office Answer Time [730.510(b)(1)]	13.00	16.00	15.00	14.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	35.00	31.00	39.00	35.00
E. Percent of Service Installations [730.540(a)]	99.22%	98.06%	98.11%	98.46%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.81%	100.00%	97.26%	99.02%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.39	1.29	1.47	1.38
H. Percent Repeat Trouble Reports [730.545(c)]	8.19%	7.78%	9.31%	8.43%
I. Percent of Installation Trouble Reports [730.545(f)]	4.21%	2.60%	2.74%	3.18%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	1	0	0	0

**Comments**

A total of 13 Out of Service 24 Hour tickets were excluded due to a winter storm and impassible roads - 12 inches; blowing and drifting



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